

## Roxanne Maher

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**From:** Roxanne Maher  
**Sent:** Wednesday, August 16, 2023 2:56 PM  
**To:** Town Council Group  
**Subject:** FW: Ledyard senior housing

*Roxanne M. Maher*



*Administrative Assistant to  
the Ledyard Town Council  
(860) 464-3203  
council@ledyardct.org*

**Town Hall Hours:**  
**Monday – Thursday 7:30 a.m. to 4:45 p.m.**  
**CLOSED FRIDAYS**

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**From:** Naomi Rodriguez <NaomiR@ledyardct.org>  
**Sent:** Wednesday, August 16, 2023 2:43 PM  
**To:** Roxanne Maher <council@ledyardct.org>  
**Cc:** Naomi Rodriguez <NaomiR@ledyardct.org>  
**Subject:** Fw: Ledyard senior housing

Hi Roxanne,

This letter was sent to me last month by Susan Lupiensi and now she would like her letter to be sent to the whole Town Council. Thank you for your time.

Respectfully,

Naomi Rodriguez

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**From:** Susan E. Lupiensi <[slupiensi@gmail.com](mailto:slupiensi@gmail.com)>  
**Sent:** Friday, July 7, 2023 10:58 PM  
**To:** Naomi Rodriguez <[NaomiR@ledyardct.org](mailto:NaomiR@ledyardct.org)>  
**Subject:** Ledyard senior housing

[You don't often get email from [slupienski@gmail.com](mailto:slupienski@gmail.com). Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Hello Naomi,

My name is Susan Lupienski and I met you yesterday at the meeting in Senior housing last night. I was the woman in a wheelchair with my dog Pebbles.

First of all I would like to thank you for taking an interest in our well-being through these trying times we are subjected to. Most of the residents here have been making phone calls and sending emails to anyone we can think of looking for help on our behalf since the new director Colleen took over. We all realized very quickly that she has never had any experience in the field for which she was hired. We want to know how one person with no experience who is constantly violating our rights as tenants and constantly changing the rules and regulations that affect us all in such negative ways continuously keeps getting away with it?

I have been a resident here for 23 years and I have seen board members with such big egos come and go here. This is by far the worse board yet. Not one of them even knew the Roberts Rules of Order. They didn't even know what their rules were as far as serving on a town committee as board members and the rules they did know they were just ignored.

Quick example: 2 board members talking to each other privately on the phone or meeting up for coffee. Voting in our tenant commissioner themselves instead of the tenants voting them in. Our Director having a personal relationship with our tenant commissioner so she can get them to vote on a matter in her favor instead of the tenants she is supposed to be representing. Putting up cameras saying they are for security purposes but actually using them to see what we are doing and with whom we are doing it with. She has an arrangement where our tenant commissioner, Dana (apt. 10) will call or text Colleen to let her know who has a visitor and what they are doing. Then Colleen will check the cameras on her cellphone to see what is going on with the tenants and the visitors.

Colleen has also told Charlie (the president of the board) that if he does not follow her lead and vote yes for her new rules she will quit. A few of us tenants have heard her tell Charlie that on several occasions. Like her wanting to change the smoking policy again. A few years ago housing tried to go non-smoking but because we are not run by the State, HUD, the Town nor the Government the attorney that was brought in was explained how nobody owns this and they never received a notice by the state, town or government that we have to be a smoke-free facility. He informed us and the board that the board could not vote or make a property they don't own non-smoking. He said otherwise it would be based on a bias opinion of a board member. Especially if none of the board members are not smokers. He said it would be an unfair vote and we would be discriminated against. However because we were going to be getting renovations done in the near future we agreed on not smoking in our apartments instead of fighting on this matter. So Charlie and Tom (vice president) talked it over with us smokers and told us we could smoke anywhere outside as long as it doesn't bother neighbors. If it did we would just move to another location. I never smoked in my apartment so that wasn't a hard transition for me but for others it was very difficult but we all honored our agreement but one tenant.

The Colleen was hired as the new Director. She immediately put the cameras up even though we never had any issues with break-ins. She even put a camera in our community room. That room is supposed to be for us. The 2nd thing she did was raise our rents and change the base rent which double my rent in one year and tripled it by the 2nd year. The 3rd thing she did was assign us two designated smoking areas even though the board had an arrangement with us. That is when she started threatening Charlie she will quit if he doesn't support her rule changes. However we all decided not to fight that and just smoke in the smoking areas provided to us. Now she decided to make us smoke off grounds and make this property non-smoking. She completely misinformed the board and told them that all senior housing in CT are going smoke-free and it will be cheaper on the insurances. Which is not true. Yes most senior housing went non-smoking inside their units but they provide smoking areas in covered safe places on the property.

That day, the three board members that voted were three non-smokers, and our tenant commissioner did not vote on our behalf so as of August 1 all the seniors and handicapped has to go onto Kings Highway and have a cigarette. There are no street lights, no curbs to get up off the street. Not to mention the cars flying through that stop sign, and not all the smokers can make it that far. What about in bad weather, I can't take my electric wheelchair down that far in the rain or the 4-6 residents that use walkers to get around. Also the amount of vehicles and big trucks we have coming and going up and down our road and parking lots. Somebody is bound to get hit.

Plus, why would they take our smoking away during all this chaos going on doing the renovations? We are dealing with unpredictable unreasonable changes and the noise levels are through the roof every day from 8 to 5 with no end in sight. It is causing so much stress on all of us. We need to have stress relievers and for us smoking is our pacifier.

As a handicap individual life is already hard enough just to go out in the world and the last thing you want is to be more stressed and incredibly unhappy with such rules that have been extremely controlling for us.

We need help. We need someone to finally hear us and be our advocate and let others know whats really going on here. For now I would like to keep me anonymous untilFor now I would like to keep me anonymous until the time is needed. I have so much more to share and the proof to back it up. I'm not sure what you can do for us but I let the residents know that I would reach out to you and ask you to help us in anyway you can. The smoking issue is such a safety issue and not because it's just the things I mentioned but also the wildlife we have walking around here especially at night. People are going to get hurt and I'm afraid for that.

Thank you for your time,

Susan Lupiensi, 60 King Highway, Apt. 2 Gales Ferry, CT  
860-941-9601

Sent from Susan Lupiensi's iPhone